

CLAIMS

I claim:

1. A method of managing call traffic comprising:
5 receiving a request to connect a call from an originating station to a destination;
making a determination that at least a threshold number of calls to the destination have
originated from an area where the originating station is located; and
in response to the determination, routing the call to a service platform for alternative
treatment.

10 2. The method of claim 1, wherein the originating station comprises a mobile
station.

15 3. The method of claim 1, wherein the destination comprises an emergency services
network.

4. The method of claim 1, further comprising:
sending an announcement from the service platform to the originating station, advising
that calls have been received from the area.

20 5. The method of claim 1, further comprising:
sending from the service platform to the originating station a query asking whether the
call should still be connected to the destination;

receiving at the service platform from the originating station a response indicating that the call should still be connected to the destination; and

responsive to the response, connecting the call to the destination.

5 6. The method of claim 5, wherein the call from the originating station to the service platform is a first call, and wherein connecting the call to the destination comprises:

placing a second call from the service platform to the destination; and
bridging the first call with the second call.

10 7. The method of claim 5, wherein connecting the call to the destination comprises:
releasing the call from the service platform; and
reconnecting the call to the destination.

15 8. A communication system comprising:
trigger logic executable by a processor to detect a request to connect a call from an originating terminal to a primary destination, the originating terminal being at a location;

call-density logic executable by a processor to determine whether a threshold number of calls have been placed to the primary destination from the location; and

20 re-direction logic executable by a processor to re-direct the call to a secondary destination
in response to a determination that a threshold number of calls have been placed to the primary destination from the location.

9. The communication system of claim 8, wherein the trigger-logic provides a signal in response to detection of the request, the system further comprising:

location-logic executable by a processor, in response to the signal, to determine the location of the originating terminal.

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10. The communication system of claim 8, wherein:

the trigger-logic is executed in a switch.

11. The communication system of claim 8, wherein the call-density logic and re-direction logic are both executed in a service control point.

12. The communication system of claim 8, wherein a user operates the originating terminal to make the request to connect the call from the originating terminal to the primary destination, the system further comprising:

alternate-handling logic executable by a processor, upon connection of the call to the secondary destination, to report to the user that calls to the primary destination have already been received from the location.

13. The communication system of claim 8, wherein a user operates the originating terminal to place the request to connect the call from the originating terminal to the primary destination, the system further comprising:

alternate-handling logic executable by a processor, upon connection of the call to the secondary destination, to ask the user whether the user still wants the call to be connected to the primary destination.

5 14. The communication system of claim 13, further comprising:

connection-logic executable by a processor, in response to an indication by the user that the user still wants the call to be connected to the primary destination, to cause the call to be connected to the primary destination.

10 15. The communication system of claim 14, wherein:

the call from the user to the secondary destination is a first call;
the connection-logic places a second call to the primary destination; and
the connection-logic bridges the first call with the second call.

15 16. A method of managing emergency service calls, the method comprising:

receiving a request to connect a call from a mobile station to an emergency service center;

making a determination that at least a threshold number of emergency service calls have originated from an area where the mobile station is located; and

20 in response to the determination, routing the call to a service node for alternate treatment.

17. The method of claim 16, further comprising:

receiving the call at the service node;

operating the service node to notify a user of the mobile station that emergency service calls have already been placed from the area.

18. The method of claim 17, further comprising:

5 after notifying the user that emergency service calls have already been placed from the area, operating the service node to prompt the user for an indication that the user still wants to be connected to the emergency service center;

detecting the indication; and

10 in response to the indication, connecting the call to the emergency service center.

19. The method of claim 18, wherein the indication comprises a DTMF signal established at the mobile station.

20. The method of claim 16, wherein making a determination that at least a threshold number of emergency service calls have originated from an area where the mobile station is located comprises:

determining a location of the mobile station;

determining a number of emergency service calls that have been placed from an area encompassing the location with a past predetermined time period; and

20 determining that the number exceeds a predetermined threshold.

21. The method of claim 20, wherein the area is defined by a predefined radius distance from the location of the mobile station.

22. The method of claim 20, further comprising maintaining a record of originating times and originating locations of emergency service calls, wherein determining the number of emergency service calls that have been placed from the area within the past predetermined time period comprises:

using the record to determine how many calls have been placed from the area within the past predetermined time period.

23. The method of claim 20, wherein determining the location of the mobile station comprises:

applying position determining equipment.

24. The method of claim 16, further comprising:

applying a service control point to make the determination that at least a threshold rate of emergency service calls have originated from an area where the mobile station is located.

25. A system for managing emergency service calls, the system comprising:

means for receiving a request to connect a call from a mobile station to an emergency service center;

means for making a determination that at least a threshold rate of emergency service calls have originated from an area where the mobile station is located; and

means for routing the call to a service platform for alternate treatment, in response to the determination.

5 making a determination that at least a threshold number of emergency service calls have originated from an area where the mobile station is located; and

in response to the determination, routing the call to a service node for alternate treatment.

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